











# Commitments towards our Vision

## Environmental Services 2018-2019- Six month update

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To consider opportunities to increase income through the provision of added value services to	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.  Making East Cambridgeshire an event better place to live.	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock.  By the 1 <sup>st</sup> April 2019	£100,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager		£100,000 secured from Sanctuary for 18/19
		To Increase fee income for Care and Repair by £10,000.  To increase fee income to £93,000 by 1 <sup>st</sup> April 2019.	£120,000	Marie Beaumont – Senior Case Worker Martine D'Antonio- Case Worker Stephen Presland- Technical Officer (Care and Repair) Wendy Gammon- Administration Officer		Current fees paid £33,500.00 fees committed £40,745.00 total potential fee at the six month stage £74,245.00
		To Introduce a charge of £130 to food businesses for re-rating visits. Estimated target income .£1,500	N/A	Jenny Winslet- Senior Environmental Health Officer Patricia Christie- Food Safety Officer Louise Wright- Environmental Health Officer		7 x requests £910.00
		The % of regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or the health and welfare of the population (for the following);		Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Chris Smith- Environmental Health Practitioner Peter Ord- Scientific Officer Rick Warren- Technical Officer		
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees		<ul style="list-style-type: none"> <li>100 % of all permitted industrial processes inspected</li> </ul>	100%			0% None at present but these are not due until March 2019
		<ul style="list-style-type: none"> <li>100 % of large mobile home sites inspected</li> </ul>	100%			100% inspected (10 sites)




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		<ul style="list-style-type: none"> <li>100 % Private water supplies inspected</li> </ul>	100%			None at present. 12 to be inspected but these are not due until January 2019	
		<ul style="list-style-type: none"> <li>95% of total air quality data capture obtained</li> </ul>	96%			99%	
		<ul style="list-style-type: none"> <li>68 % of potentially contaminated land that has been remediated</li> </ul>	71%			74.5%	
		Demonstrate the Council's compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least 1 project from the Health and Safety Executive's priorities.	NEW		Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO		2 x HSE Priority areas : 41 visits
		Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);			Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO Administration officer		
		<ul style="list-style-type: none"> <li>100% of all A and B rated food premises</li> </ul>	100% (47/40)			76% due to businesses deliberately abstracted for the Poor Performer's project (19/25)	
		<ul style="list-style-type: none"> <li>90% of C and D rated food premises</li> </ul>	92% (201/218)			>100% (includes new businesses or where rating has changed) 103/69	
		<ul style="list-style-type: none"> <li>90% low risk E food premises sent out questionnaires</li> </ul>	100% (131/131)			100% (42/42)	
		<ul style="list-style-type: none"> <li>100% of Approved food businesses inspected</li> </ul>	100% (7 inspected)			Total 9 approved establishments. 2x due inspection, one inspected one day late so 50% achieved	
		<ul style="list-style-type: none"> <li>100% of food businesses contacted within 7 days of sample results being received from the laboratory</li> </ul>	100% (101 samples)			85% 5 sampling exercises, 39 total samples. 6 sample results went out beyond the 7 day target	



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To reduce the incidence and effects of pollution and to promote environmental stewardship		The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days;  94% within 90 days    98% within 180 days	87%    94%	Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Chris Smith- Environmental Health Officer Rick Warren- Technical Officer		82%* ( There is a slight increase in the number of days as we have also been without a permanent staff member for a long period and have only recently recruited a suitable candidate. The team has also taken on additional work load with regards to serving FPN's etc.)  92%*
		Undertake a targeted environmental crime promotional campaign aimed at reducing the incidence of fly tipping, littering and dog fouling. By December 2018.  Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so.	NEW	Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers		PSPO for dog fouling across whole District has been adopted. Signs being developed and communications to inform wider public about adoption of PSPO currently in progress. Social media campaigns have been carried out for littering, fly tipping, dropping cigarette butts and dog fouling. Officers have been involved in fly tip clearance with Street Scene and Envirocrime Officers have patrolled Ely. Soham, Littleport, Burwell and across the district will follow.  100% issued. 8 Fixed Penalty Notices Issued (3 for fly tipping) where good evidence has been provided.
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		75 of Disabled Facilities Grants delivered (DFG's)	110	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Annie Chitambo- TO		59 completed 43 approved

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				Barbara Mitcham-EHO		
		100% of Minor works Grants approved within 28 days	100% 28	Marie Beaumont-Senior Case Worker Stephen Presland-Technical Officer (Care and Repair) Martine D'Antonio-Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Annie Chitambo -TO Barbara Mitcham-EHO		100% 17 completed
		The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	29 weeks	Marie Beaumont-Senior Case Worker (Care and Repair) Stephen Presland-Technical Officer (Care and Repair) Martine D'Antonio-Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Annie Chitambo -TO Barbara Mitcham-EHO		28wks qtr 2, 45 wks qtr 1 the six month average is 36.5 wks
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	48 weeks	Marie Beaumont-Senior EHO Stephen Presland-Technical Officer (Care and repair) Martine D'Antonio-Case worker Karen See- Senior EHO Julia Atkins- Senior EHO Annie Chitambo -TO		32wks qtr 2 , 33 wks qtr 1, six month average 32.5 wks

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To provide education/advice and information to businesses and ensure compliance				Barbara Mitcham-EHO		
		Prior to commencement of the new HMO licensing regime provide advice and liaise with landlords to ensure full understanding of the forthcoming statutory changes, to help achieve good compliance levels within required timescales, and reporting to Committee by December 2018 on actions and progress.	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer	↔	Information placed on the website and information passed to the Comms team
		To submit a bid under the warmer homes grant by September 2018	New Target	Nick Wyatt Sustainability Officer	↔	Submitted (results due end of Nov 18)
		To provide energy efficiency advice to 75 households by March 2019	50	Nick Wyatt Sustainability Officer	↔	37
		To ensure a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance (for the following)		Karen See-Senior EHO Julia Atkins- Senior EHO Chris Smith- Graduate EHO		
		<ul style="list-style-type: none"> <li>96% of customer enquiries responded to within 5 days</li> </ul>	95%		↓	90% - 137 received in 1 <sup>st</sup> 6 months. The ones outside the 5 days were waste/littering/allegations of commercial waste being placed in domestic waste/AV's.
		<ul style="list-style-type: none"> <li>96% of Planning/Building Regulation consultations responded to within 14 days</li> </ul>	97%		↓	89% - 312 planning consultations received in 1 <sup>st</sup> 6 months. 95% responded to within the statutory 21 day period.
		<ul style="list-style-type: none"> <li>94% of Temporary Event Notice consultations responded to within 3 days</li> </ul>	95%		↓	93% - 208 received in 1 <sup>st</sup> 6 months. Only 14 assessed outside of the 3 day period.
		<ul style="list-style-type: none"> <li>97% of general Licensing consultations responded to within 14 days</li> </ul>	97%		↓	93% - 14 received, 13 within 14 days although all reviewed within the statutory 21 day time period required.



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		Support our customers by organising or being involved in 5 promotional activities that engage with local businesses and the public, to build on and encourage good working relationships and assist people to have a better understanding of the role of the Domestic Team.	4 (stall on market square, radio appearance for Dog Warden, careers fair at Ely Cathedral, attendance at 3 safety zone events in Oct)	Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Technical Officer (care and repair) Claire Braybrook- EHO Rick Warren- Technical Officer Chris Smith- Graduate EHO Jenessa Springhall- Dog Warden		3 promotions. Promotion regarding housing with Care and Repair on Market Stall and with Street Scene to deal with Fly tipping, and Careers Fair at Ely Cathedral. We have also been involved in various press releases regarding Houses in Multiple Occupation, fly tipping, dog fouling Public Spaces Protection Order.
		Evaluate customer needs to assist with meaningful development of procedures to improve customers experience of our delivery of statutory services. Use survey results to inform future planning of what our customers require. Future action plan by December 2018 for implementation in 2019/20.	N/A	Karen See- Senior EHO Julia Atkins- Senior EHO		Web survey carried out. 100% said 'very satisfied' with clear advice but only small response. Website served needs 50% said very well but there is room for improvement. Completed but to be continued. Improvement to the web pages has already been put in place and this will be continued.
		Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates <ul style="list-style-type: none"> <li>100% First contact in 3 working days</li> <li>100% Export certificates issued in 7 working days</li> <li>Provide advice requested to 100% of businesses within 3 working days ( food and health and safety)</li> </ul>	98% (666/679)  100%  100% (197)	Jenny Winslet- Senior EHO Patricia Christie- Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator		99% Combined complaints /enquiries/ service requests and RIDDOR within 3 days (591/593 )  100% export health certificates sent out within 7 working days (18/18)

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		Respond to our customer survey ( <u>What do our customers want?</u> ) Use this information to inform future planning. <ul style="list-style-type: none"> <li>Undertake a "Poor Performer" Project to work intensely with premises rated 0-2 by June 2018</li> </ul>	1	Jenny Winslet- Senior EHO Patricia Christie- Food Safety Officer Louise Wright- EHO		Poor performers project still underway, still working on 3 premises. One business changed hands and second pulled out of project
Trained staff and comprehensive understanding of service by Service Delivery Champions		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See- Senior EHO Julia Atkins- Senior EHO Jenny Winslet- Senior EHO Marie Beaumont- Senior Case Worker		
		To update Service Delivery Champion with progress within Environmental Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend to meet at least bi-monthly	6	Liz Knox- Environmental Services Manager		3 meetings undertaken to date
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including:  Retention and recruitment of staff in both the commercial and Domestic section	? Staff left department	Liz Knox Environmental Services Manager		Recruited to 2 posts in Domestic team – these have been covered by agency workers over the summer 1 post vacant in food section
		Reduced resource in Commercial team will lead to inspection rates not reaching level required by Food Standards Agency	FSA targets met	Liz Knox Environmental Services Manager		FSA targets on track

## Name of Service Delivery Champion: Councillor Carol Sennitt

The whole team have worked hard to deliver on performance without compromising customer satisfaction. As well as achieving good performance over the past 6 months I would also like to highlight other areas of work that have been covered by the teams and should be recognised.

- Environmental Crime was transferred from the Waste Team into Environmental Services in June 2017. Officers have exemplified the “**can do**” attitude and currently to give you an idea of what’s been happening numbers wise they have investigated 58 cases of littering, waste dumping, and dog fouling. This has resulted in 8 FPN’s being served and a number of PACE interviews being undertaken. Payments have been received for the FPN’s and are looking to bring a prosecution in the coming months. Our aim is to increase public awareness of the unacceptable nature of littering, dog fouling and rubbish dumping in 2018/19 and to help encourage compliance.
- This year the number of contaminated land and environmental impact consultation responses required for planning applications, is again high at 312 consultation requests received.
- The new HMO licensing regime was introduced in October this year and so far we have received an additional 9 HMO applications.
- Noise complaints from domestic and licensed premises this year increased drastically. The hot summer and the world cup seemed to have brought the continental outdoor lifestyle to East Cambs, Well done to all officers covering the monitoring of these events and getting some good outcomes
- Air quality remains high on the national and local agenda and In June this year we again reported to DEFRA on the status of our air quality for 2017. Air quality in East Cambs remains relatively good with the annual mean NO2 concentration declining at 13 of the 17 long term monitoring locations but rose slightly at 3. Relatively poor air quality at Station Road Ely but it will be interesting to monitor what happens to NO2 levels once bypass opens. Next round of assessment and report writing begins in the New Year for 2018 results.
- Market project has been lead by Jenny Clare working with Markets, to ensure that all food stalls that come to our markets are from out of the area are meeting the standards we expect. Not all stalls come from ECDC so contact with 31 other local authorities to liaise on inspections of “visiting” food businesses. This involved additional out of hours inspections on Saturdays and additional Thursday market visits
- One Healthier Options premises signed up (The Hive), officers encouraging other food businesses to sign up
- Patricia working with low performing businesses to help them improve Food Hygiene ratings and celebrating 5 star achievers
- Bids submitted by Nick Wyatt for Warm Home funding and Litter innovation funding.